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PATENTS
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
McIlwaine et al.) Examiner: **Benny Quoc Tieu**
)
Serial No.: **10/785,543**) Art Unit: **2642**
)
Filed: **February 24, 2004**)
)
For: **Method and System for Delivery**)
of Individualized Training to)
Call Center Agents)

INFORMATION DISCLOSURE STATEMENT

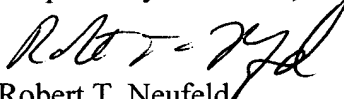
Commissioner for Patents
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Sir:

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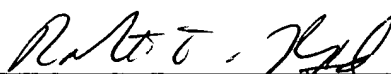
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Respectfully submitted,

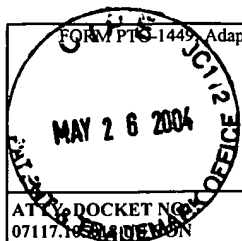

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K&S Docket: 07117.105018 US CON
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Robert T. Neufeld, Reg. No. 48,394

FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*

ATTORNEY DOCKET NO. 07117.100010000000	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,914,951	6/22/1999	Bentley et al.			4/16/1996
	AB	6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
	AC	6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.		
	AO						

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AP	
	AQ	

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.